



August 13, 2020

Sent via email

Letter L-51-20

To: Independent Licenced Gas Marketers

Re: COVID-19 – Direction from British Columbia Utilities Commission

On March 18, 2020, the British Columbia Utilities Commission (BCUC) issued letter L-10-20 which suspended door to door sales of gas marketing contracts in BC due to the global COVID-19 pandemic and the state of emergency declared in BC.

On May 21, 2020, the BCUC issued letter L-29-20 advising that Gas Marketers wishing to resume door to door sales will need to develop protocols, addressing the BCUC's listed considerations, to ensure the safety and well-being of the public and its sales personnel. All Gas Marketers in BC will be required to submit these protocols for review by the BCUC before resuming door to door sales.

As we have entered the government's Phase 3 of the COVID-19 pandemic response, and look toward the new normal, the BCUC invites Gas Marketers to file such protocols with the BCUC for the possibility of resuming door to door sales at an appropriate time.

If the BCUC is satisfied that the Gas Marketer's protocols are sufficient, and when it is considered appropriate to resume door to door sales, a letter will be issued to the Gas Marketer confirming that they may resume door to door sales as long as the Gas Marketer maintains compliance with its protocols. If protocols are considered insufficient, or we have questions about the protocols, we will follow up with the Gas Marketer by letter. All questions and concerns must be resolved before the Gas Marketer will be permitted to resume door to door sales. If the protocols are not fully maintained, Gas Marketers will not be permitted to conduct door to door sales until the BCUC is satisfied that the matter has been resolved by way of a letter from the BCUC.

If you have any questions, please contact us at commission.secretary@bcuc.com, 604-660-4700 or BC Toll Free: 1-800-663-1385.

Sincerely,

Original signed by:

Marija Tresoglavic
Acting Commission Secretary

cc: Mr. Doug Slater
Director, Regulatory Affairs
FortisBC Energy Inc.
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